

Appl. No. 09/692,575
Amdt. dated 10/12/2005
Reply to Office Action of 07/12/2005

REMARKS/ARGUMENTS

The applicants have reviewed the Office Action mailed on 07/12/2005 and the art cited therein, and submit this paper as a reply thereto. The applicants request entry of the above claim revisions and consideration of these comments.

Currently pending in the present application are claims 1-22. Claims 23-42 were cancelled solely to expedite prosecution of this application, and without waiver, prejudice, or disclaimer of the applicants' rights to direct claims to this subject matter in the future.

Art-Based Rejections

Claims 1-7, 9-13, and 16-22 stand rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent No. 5,293,745 A to Hurd in view of "LATA Map" to Nathan Stratton ("Stratton") and U.S. Patent No. 4,956,835 A to Grover.

Claims 1-22 stand rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent No. 6,011,844 A to Uppaluru et al. ("Uppaluru") in view of "ATM Theory and Application" to McDysan et al. ("McDysan") in further view of "LATA Map" to Nathan Stratton ("Stratton") and U.S. Patent No. 4,956,835 A to Grover.

Currently amended claim 1 advantageously describes, among other elements, that the incoming telephone calls received and processed at the hub are each assigned an internal Dialed Number Information Service (DNIS) that associates each of the calls with their proper remote sites, wherein the first switch uses the internal DNIS associated with each of the calls to route the calls to their proper remote sites, and wherein the hub is programmed to route each of the calls to their proper remote sites in an event of a system failure, based upon the internal DNIS associated with each of the calls.

Neither Hurd, Stratton, Uppaluru, McDysan, and Grover teach or suggest assigning an internal DNIS that associates each call with their proper remote sites, a first switch that uses the internal DNIS to route each of the calls to their proper remote sites, and a hub programmed to route each of the calls to their proper remote sites in an event of a system failure, based upon the internal DNIS, in relation to providing telecommunications features to live operators in a call center environment. As such applicants believe currently amended claim 1 is condition for

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allowance and respectfully request it be passed to allowance. Currently pending claims 2-22 depend on currently amended independent claim 1 which applicants believe is in condition for allowance. Therefore, applicants believe the dependent claims 2-22 are in condition for allowance and respectfully request that they be passed to allowance.

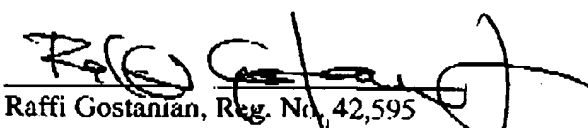
The applicants request entry, consideration, and favorable action on this response at the earliest convenience of the Office.

Respectfully submitted,

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Dated: 10/12/05

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